

# Civilian Injuries Louisville Fire Department

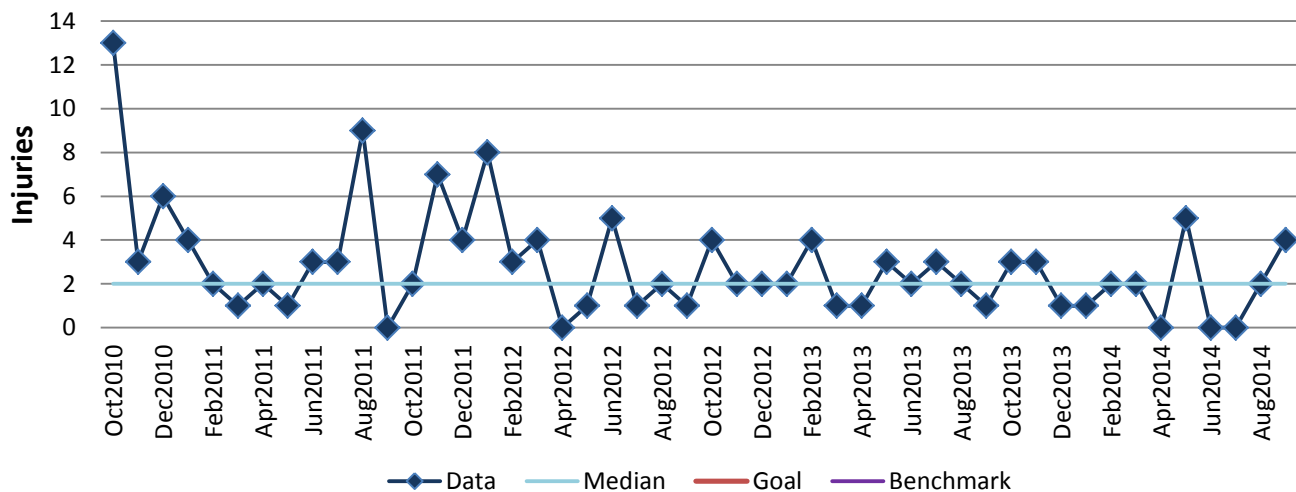


KPI Owner: Lt. Colonel William Bowman

Process: Community Fires

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: CY 2012, 3 Monthly Avg.; 33 per Yr. Goal: 0 Fire injuries    Benchmark: 3.88 injuries		Data Source: LFD Firehouse Software  Goal Source: LFD LouieStat Reports  Benchmark Source: NFIRS	Plan-Do-Check-Act Step 3 Determine and quantify root causes  Measurement Method: The monthly number of civilian injuries related to the occurrence of a fire  Why Measure: Determine how safe our citizens are from fire  Next Improvement Step: Determine a relevant pareto so that root causes can be identified		
How Are We Doing?					
Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
0	23		0	4	
Injuries	Injuries		Injuries	Injuries	

## Civilian Injuries



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.